

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventors: Maria Theresa Barnes-Leon; Nardo B. Catahan Jr.;  
Shailendra Garg; Ramaswamy Sundararajan

Assignee: Siebel Systems, Inc.

Title: SERVICE REQUEST COMMON OBJECT

Application No.: 10/809,927                      Filing Date: March 24, 2004

Examiner: Ho T. Shiu                      Group Art Unit: 4152

Docket No.: OIC0103US                      Confirmation No.: 6763

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Austin, Texas  
April 24, 2008

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**RESPONSE TO NON-FINAL OFFICE ACTION**

Dear Sir:

This paper is responsive to the Office Action dated January 24, 2008, having a shortened statutory period expiring on April 24, 2008. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No Amendments to the Specification are presented in this paper.

No Amendments to the Drawings are presented in this paper.

**Amendments to the Claims** are reflected in the listing of claims which begins on **page 2** of this paper.

**Remarks/Arguments** begin on **page 15** of this paper.